DOCUMENT RESUME

ED 337 669 CE 059 339

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TITLE Analysis and Evaluation of Databases on Business and Management Training Schemes for Small and Medium-Sized Enterprises in the European Community.
INSTITUTION European Centre for the Development of Vocational Training, Berlin (Germany).
REPORT NO ISBN-92-826-2706-3
PUB DATE 91
NOTE 88p.
AVAILABLE FROM UNIPUB, 4661-F Assembly Drive, Lanham, MD 20706-4391 (Catalogue No. HX-70-91-798-EN-C: $8.61).
PUB TYPE Reports - Research/Technical (143)

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS *Business Administration; *Continuing Education; *Databases; *Entrepreneurship; Foreign Countries; Information Sources; *Management Development; Off the Job Training; Self Employment; *Small Businesses; Thesauri; Vocational Education
IDENTIFIERS *European Community

ABSTRACT

This report describes a study that identified major databases in operation in the 12 European Community countries that provide small- and medium-sized enterprises with information on opportunities for obtaining training and continuing education. Thirty-five databases were identified through information obtained from telephone interviews or information leaflets. The size and developmental level varied greatly. A north-south gradient was found: there were many more management databases in Northern and Central Europe; Greece and Luxembourg had no databases; and 10 databases used a thesaurus, with others using key concepts or free-text searching. The 24-page report is followed by brief descriptions of the surveyed continuing training databases in these countries: Belgium, Denmark, Germany, France, Greece, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, and United Kingdom. Each description provides this information: name; subject; coverage; language; time span; number of documents; access; availability; cost of access; classification/thesaurus; technical equipment; target groups; producers; number of staff; financing; and executive. A proposal for a European database network on management training for small- and medium-sized enterprises recommends creation of an Information and Guidance Center that would give offline information. A proposed thesaurus of the most important technical terms lists descriptors in alphabetical order. (YLB)

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CEDEFOP Document

Analysis and evaluation of databases on business and management training schemes for small and medium-sized enterprises in the European Community

European Centre for the Development of Vocational Training

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Analysis and evaluation of databases on business and management training schemes for small and medium-sized enterprises in the European Community

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First edition, Berlin 1991

Published by:

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The Centre was established by Regulation (EEC) No 337/75 of the Council of the European Communities

Cataloguing data can be found at the end of this publication

Luxembourg: Office for Official Publications of the European Communities, 1991

ISBN 92-826-2706-3

Catalogue number: HX-70-91-798-EN-C

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Printed in Belgium

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FOREWORD

This publication presents the reader with a study of Databases which could be of use to owners and managers of small and medium enterprises in the European Community. This work is a continuation of the Centre's previous publications aimed at broadening knowledge of SMEs, current training provision and, in particular, the possibilities within the reach of the managers of these enterprises.

The leading role played by small and medium enterprises in the last few years has meant that greater attention is now being devoted to this target group, both by the respective governments and by the Commission of the European Communities, all of whom are aware that little consideration was given to the SMEs for many years.

Thus, it is with great satisfaction that we present this general survey of the major databases in operation in the 12 Community countries whose aim it is to provide the small and medium entrepreneur with all useful information on opportunities for obtaining training and continuing training.

It is true that the number of databases which are specialized in the needs of SMEs is not very large, but there is growing interest in this subject. This initiative can also promote the development of a network of institutions which can provide increasingly detailed information to the SMEs.

With this study we have also taken another step towards making useful information available to institutes, chambers, associations and organizations which have the task of supporting small businesses. Another objective we are pursuing with this work is that of broadening the mutual knowledge of initiatives undertaken in various countries to disseminate information on training facilities in the country concerned and in the other Member States of the EC.

Finally, we place this study at the disposal of the Task Force Human Resources, in particular the continuing training section of the FORCE programme, and Directorate-General 23 of the Commission (Enterprise policy, Distributive trade, Tourism and Cooperatives), with special emphasis on the network of Euro-Info centres so that it may dispose of a broader range of information on training provision and training facilities for entrepreneurs, especially those in small and medium enterprises.

Berlin, October 1990

C. Politi
Deputy Director

A. Melis
Project Coordinator

Summary

The creation of a European Internal Market and the possibilities of access to markets in Eastern Europe have generated new problems for small and medium-sized enterprises (SMEs). The differences in the technological development of the SMEs in the European Community, the permanent need for social, technological and economic innovations and inadequate information on the economic development of other EC Member States, show the need for an international information network. Business men and managers, in particular, should be informed about management training facilities within the European Community. This study will, therefore, present databases in the field of management training for SMEs in the European Community.

Altogether, 35 databases in this field were found in the EC.

The size and developmental level of the databases vary greatly in the EC Member States. Basically, one may say there is a North-South gradient, i.e. there are many more management databases in Northern and Central Europe. There are no databases of this type in Greece and Luxembourg.

A broad network of regional databases exists in the United Kingdom, the Federal Republic of Germany and France in particular. Well-developed databases at national level are also to be found in Belgium and the Netherlands.

In Southern Europe the construction of continuing training databases is still in the early stages. The majority of the

databases deliver their information through print-outs or floppy disks. Up to now 6 databases are available on CD-ROM. 17 databases have on-line access.

10 databases work with a thesaurus. The others use key concepts or a free text search. Different technical systems are used, but most of them are IBM-compatible. In most cases 2 staff members are required for data maintenance and technical operations. The financing of the databases is dependent on their aims and objectives. The information systems which are mainly oriented towards business enterprises, and which were mostly set up with public subsidies, are now able to finance themselves from the income obtained through provision of services. But the database systems supplying general education and training information are a part of the public services offered by the State. To cover the costs, either an annual amount is charged for the purchase of diskettes and yearbooks or, in the case of on-line access, a fee is charged for access and query.

For several reasons it will be difficult to network the database systems. The databases use different languages and classification systems. Thesauri used at national level are to be found only in the United Kingdom (SUPERCLASS and FORMACODE). These could form the basis for a multilingual classification system.

The networking of the existing database systems on management training would be the first important step to make the numerous and diverse sources of knowledge and further training facilities internationally available. Given the different types of hardware and the different modes of access, retrieval languages and classification systems, it is not possible at present to set up an on-line network. It seems to be more

reasonable to create an Information and Guidance Centre which will give off-line information, i.e. will reply to written or telephone enquiries.

This Centre should first of all establish cooperation with the relevant database operators and set up a European network. Data input and update will be accomplished by national and regional database operators. This Centre will function as a European clearing house. The potential clients of this Centre would be consultancy firms, educational guidance institutions, industrial firms, professional associations, providers of continuing training, etc. The creation of such a Centre would, by adding this important factor, extend the range of services offered by CEDEFOP in the field of continuing vocational training.

INTRODUCTION

Introduction

Looking forward to the European single market in 1992 many problems have to be solved concerning the role of small and medium-sized enterprises (SME). The differentials in technological development of SMEs of the EEC members countries, the permanrent need for social, economic and technological innovation for improved chances in the international competition and restricted informations about the economic structure in the other EEC member countries make an international information network desirable.

In order to support especially entrepreneurs and executives it would be helpful to have more knowledge about business and management training schemes in the EEC. A very effective way to get these informations is the use of databases. It is indeed necessary to have a more detailed picture of the common features and the differences between the databases already implemented or those that are currently beeing developed: the areas of interest, the methods by which topics are classified, records, methods of distribution and users of each database. This should lead to the elaboration of a common strategy aimed at a progressive connection of the existing SME databases.

While any national emphasis on databases, or even local delivery of information from a range of databases, raises issues of information and comparatibility, the transnational use of databases raises these issues even with greater force. As Europe moves towards the single market in December 1992 surely we can start to identify the necessary steps to make the access to the informations easier.

Aims of the study

1. Identification, description and evalution of the existing databases, or selected documentary written informations; which is nowadays available in the 12 countries.

   Four main areas of business training for SMEs have been selected for screening:

   - Technology transfer among SMEs

   - Business training programmes in selected key areas, for SMEs in commerce, finance, marketing, etc.

   - Technology management

   - Research or action research for SME, also in selected key areas.

2. The relevant information concerning the following would also be identified.

   - Existing exchange training programmes (national and European) intended for SMEs.

   - Existing network and organisations which are handling networks to stimulate training and innovation in SMEs.

3. Study of the technical implications of making these existing databases available to be used by CEDEFOP and evaluation of the cost of using them "on line " and "off line". A list of proposals on this will be written.

A list of institutions and individual experts in this field who could participate in a seminar of the 12 countries on this topic will be provided.

4. To provide some elements to identify technical words which will be necessary to make the "Thesaurus" required by users of compatible databases.

   A list with definition of the most important words will be provided from each country translated into English where possible.

Methodology

To provide the relevant informations as indicated above , mainly a desk research is necessary, namely the analysis of written material, collecting of information by phone and mail, interviews with country experts.

Final product of the research

1. Analysis of existing databases as well as those being presently built up (only existing in written reports), in the field of business training schemes for SMEs in EC countries offering the following output:

- Listing of existing databases and their usability (on-line/off-line)

- Presentation of the content of databases by using examples

- Testing of databases

- Examining the usability of databases by CEDEFOP.

2. Listing of selected organisations and institutions offering specific business training schemes for SMEs.

3. Listing and brief description of existing exchange programmes in the field of business training, at national and European level.

4. Listing of networks and organisations which are handling networks to stimulate training and innovation in SME.

5. Technical proposals to make the existing databases compatible among themselves and ready to be used by CEDEFOP.

6. First draft of a "Thesaurus" including the most relevant technical words.

DATABASES ON MANAGEMENT TRAINING FOR SMALL AND MEDIUM-SIZED ENTERPRISES IN EUROPE

1. Databases on management training for small and medium-sized enterprises in Europe

The establishment of the European Internal Market in 1992 and the recent radical changes in Eastern Europe with their new market opportunities generate new problems for SMEs. One of the most difficult problems is the inadequate information on market structures in the other European partner countries. In this context databases are an effective instrument for quick access to compact information.

In the following, there will be a description of databases which deliver information on specific SME-oriented continuing training schemes for technical and managerial staff.

The following criteria were applied for the selection of the databases:

The databases had to contain management courses and training provision for executive staff in the field of continuing vocational training. In keeping with this, the target groups were to be recruited from employed adults. Programmes for school-leavers, young persons or apprentices were not included in this survey. However, it was not always possible to draw a clear line. Above all, in the South European countries where the establishment of databases is still in the early stages, information on management courses is only to be found in databases linking initial and continuing vocational training (e.g. Italy: DOCET; Portugal: FORMACAO, but also in Germany: EBB; Ireland: FAS).

Altogether 35 databases on this subject were identified. The information was mostly obtained through telephone interviews or information leaflets.

The description of the databases is based on a uniform list of criteria which was compiled on one form for each individual database. The list of criteria contained the following concepts:

Name:	Title or acronym of the database
Subject:	Content of the database
Coverage:	Geographical area covered by the database
Language:	Language in which data is stored
Time Span:	Operational start of the database and frequency of updates
Number of Documents:	Number of stored courses and the providing institutions
Access:	Mode of access to database (on-line or off-line)
Availability:	Availability of the data (print-outs, diskettes, etc.)
Cost of access:	Cost of using the database
Classification Thesaurus:	The classification system used in the database
Technical Equipment:	Description of the hardware

Target groups: The most important user groups

Producer: Database operator

Number of Staff: Number of staff required to operate the database

Financing: Financing of the database

Executive: Responsible person to be approached for more information on the database

The size and developmental level of the databases vary greatly in the individual Member States of the EC.

Basically, a "North-South gradient" is to be found, i.e. there are many more databases in Northern and Central Europe.

There are no databases of this kind in Luxembourg and Greece. In Luxembourg the relevant continuing training for SMEs is provided by 3 institutions. The information on this training is available in a yearbook published by the Chamber of Handicrafts and in brochures and information leaflets. As the training provision is easy to identify, it was not considered necessary, up to now, to set up an EDP system.

In Greece, seminars are announced solely through brochures and information leaflets. The most relevant continuing training for SMEs is provided by ELKEPA, EEDE AND ECOMMEX. The international organization CECOP (Comité Europeen des Coopératives de Production) is planning to extend its centres to Greece and Luxembourg, so that these two countries now have

the prospect of being linked to an international database network.

There are great variations in the ratio of centralized to decentralized database systems. A broad network of regional databases is to be found in the United Kingdom, France and the Federal Republic of Germany. In Germany the individual databases operate on a stand-alone basis and at present there are few technical possibilities of linking them with one another, but in France and the United Kingdom the first steps towards the use of common thesauri have been taken (France: FORMACODE; United Kingdom: SUPERCLASS). However, even though a database network is not one of the stated goals in the Federal Republic of Germany, some thought is being given to the possibility of extending the classification system of the Federal Labour Office which is also used in the in-house database "Institutions for vocational training", to other databases.

The database WIS operated by the Association of German Chambers of Commerce and Industry - the apex organization of the Chambers of Commerce and Industry - is the first step which will enable the national offer of SME-specific seminars to regionally available PCs. The WIS network is successively being extended to each area covered by the individual Chambers. The RKW (Rationalization Board of German Industry) network, although only used internally, is also available to all RKW branch offices and contains all SME-oriented seminars offered by the RKW in the Federal Republic of Germany.

In the United Kingdom the most important continuing training facilities are stored in national databases which can be queried both on-line and off-line. There is a certain division of tasks as PICKUP collects all short-term occupational

continuing training schemes, MARIS ON-LINE collects all continuing training provision in the field of "Open Learning", and ECCTIS 2000 collects all longer-term training courses. In addition to this, the Training Access Points (TAP) in public terminals in 4 regional centres, offer a further possibility of obtaining information on continuing training schemes. The common feature of all these databases is that they offer a broad range of training provision which also includes management and SME-specific subjects. TAP-International and the database of the British Institute of Management (BIM) are more strongly oriented to management training.

In France, the database belonging to the Centre Inffo, INFFO-STAGES, gives a national overview of all available continuing training facilities including SME-specific and management subjects. This information is supplemented by the AFPA database which covers vocational training provision. At regional level, the network of databases offered by CARIF, which particularly includes the offers for continuing vocational training, plays an important role. CARIF is represented in almost every region.

Well-developed database systems at national level are also to be found in Belgium and the Netherlands. The Belgian database project STUMOVO provides information on continuing training programmes at scientific level. ATHENATEL is a very comprehensive database system which gives information on the whole area of new technologies (e.g. literature, projects, experts) and also provides information on continuing training provision in this field. The database system SOCRATES contains data on inter-enterprise or group continuing training, i.e. the offered courses are mainly used by several large companies at the same time. The subjects are closely related to

business matters. The diskettes are mostly sold to the Personnel or Continuing Training Departments of large firms. Access to this database system would be too expensive for small and medium-sized firms, but the joint purchase of diskettes by several cooperating firms could be envisaged.

The Netherlands, like the Federal Republic of Germany, also has a continuing training information system in the Chambers of Commerce and Industry. The main users of "Kennis-Markt" are industrial firms, chambers and public administrations. The database system PIHO, operated by the same firm, provides information on continuing vocational training provision with a scientific content. The CEDEO database gives information on the private sector of the continuing training market in the Netherlands. This database, which was financed by the State in the take-off phase, now finances itself through its revenue. The public database "I see" contains information on training and employment offers and the labour market. The broad range of continuing training provision also contains management and SME-specific courses.

In Denmark, the KIRCO database gives information on business training courses. It also includes international continuing training facilities. It is mainly used by firms and continuing training institutions and finances itself from its own receipts. The "Dansk Uddannelse" database mainly contains continuing training offers for the large number of Danish agricultural and food firms, but its management training information is also used by other SMEs.

These examples show that broad-ranging continuing training databases have primarily been established in Northern and Central Europe, and that many of them - working closely with the firms - can now fund themselves from their own income,

whereas the broad-based databases with general information on continuing training are maintained by the State.

These databases are still in the preliminary phase of more intensive "Europeanization". Up to now information on international continuing training provision is given by IBD (Federal Republic of Germany), KIRCO (Denmark) and TAP-International (United Kingdom). WIS (Federal Republic of Germany) and ATHENATEL (Belgium) are planning to extend their coverage to international offers. The CECOP database, to which 10 EC Member States are linked (with the exception of Luxembourg and Greece) only has data on the internal continuing training schemes of the associations.

In Southern Europe the establishment of continuing training databases is still in the early stages. The Portuguese database FORMACAO contains data on initial and continuing vocational training including SME-specific and management topics. But the database can only be accessed through the regional training and guidance centres. Spain started to set up a Management Information System a year ago. The "Directorio de Formación" is published as a loose-leaf collection with three-month updating, but it is available as a database to the publishers. There are plans to sell diskettes.

In Italy, all information on continuing training is available in the national database system DOCET which is operated by the organization Dioikema.

The majority of the databases deliver their information through print-outs or floppy disks. 7 databases publish supplementary yearbooks and information leaflets. Up to now 6 databases are available on CD-ROM. The 17 databases with online access send their data directly to the monitor and it

can be printed out on the printer if necessary. 3 databases can be accessed through public terminals.

The classifications systems are very varied. 10 databases work with a thesaurus, 10 databases either use key concepts or have a classification system with generic and specific categories for the course subjects. Parallel to this a free text search is also possible.

There are great differences in the technical systems, but the majority of the computers in use seem to be IBM-compatible.

The number of staff required depends on the volume of data and update frequency. As a rule 2 persons are allocated for data maintenance and the technical operation of the database system.

The financing of the databases is dependent on their aims and objectives. The information systems which are mainly oriented towards business enterprises, and which were mostly set up with public subsidies, are now able to finance themselves from the income obtained through provision of services. But the database systems supplying general education and training information are a part of the public services offered by the State.

To cover costs, either an annual fee is charged which covers the purchase and update of diskettes and yearbooks or, in the case of on-line access, an access fee and a search fee based on the required number of minutes or the number of documents are charged.

The users of the information are either public vocational guidance centres or other guidance institutions such as the

Chambers of Commerce and Industry, business consultants, etc. Other major users are the Training Departments and Personnel Departments of large companies and small and medium-sized firms.

The continuing training institutions offering training courses are, in part, also clients of the databases, as they have to pay fees to get their training courses published. The broad-based continuing training databases provide access facilities for all those interested in continuing training, either through public terminals or through correspondence or direct counselling.

Brief description of the surveyed continuing training databases in the EC

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BELGIUM

Name:	**STUMOVO**
Subject:	study opportunities for adults. Now aviable: study opportunities on a higher level (university programmes and others)
Coverage:	Flemish part of Belgium
Language:	Dutch
Time Span:	1984 until now, annual up-dating
Number of Documents:	2.000 courses
Access:	off-line
Availability:	brochures, print-outs, diskettes
Cost of Access:	contribution covering the expenses
Classification/Thesaurus:	free text retrieval
Technical Equipment:	IBM-PC
Target Groups:	individuals and companies
Producer:	Centrum voor Andragogisch Onderzoek vzw Liedstraat 27-29
Number of Staff:	2 scientists, 1 organisator
Financing:	study and devolopment project financed by Government
Executive:	H. Hinnekint Tel. 32/2/242 69 47 Fax 32/2/242 26 10

BELGIUM

Name:	**ATHENATEL**
Subject:	intractif telematic magazine on new technologies and training
Coverage:	Belgium, France (later: European)
Language:	French (later: English, Italian)
Time Span:	March 1990, up-dating every two weeks
Number of Documents:	150 institutions and courses
Access:	on-line
Availability:	print-outs, diskettes
Cost of Access:	annual subscription of BFR 10.000
Classification/Thesaurus:	several criteria
Technical Equipment:	VAX 21, IVS 100 2nd version
Target Groups:	universities, teachers and schools, small and medium sized enterprises
Producer:	Club ATHENA Technologies-Education 34 boulevard Pacheco B-1000 Bruxelles
Number of Staff:	8 persons
Financing:	EC, ERP, 55 % Ministery of New Technologies
Executive:	J. C. Kech Tel. 0032/2/218 00 40

BELGIUM

Name:	**SOCRATES**
Subject:	inter-company-courses, major topics: general management, marketing/sales, EDP, finance, communication, technology, organisation
Coverage:	national
Language:	English, Dutch, French
Time Span:	1987, up-dating weekly
Number of Documents:	5.000 courses, 320 institutions
Access:	off-line
Availability:	floppy-disk 3 1/2 or 5 1/4 inch
Cost of Access:	annual subscription BFR 45.000,--
Classification/Thesaurus:	keyword and free text retrieval if wanted combined with starting dates, language, subject classes and institutions
Technical Equipment:	PC-DOS, IBM computer or compatible
Target Groups:	personnel officers and training managers of large companies
Producer:	CV Josika Groenstraat 230 B-1800 Vilvoorde Tel. 32/2/251.04.58 or 32/15/61.33.37
Number of Staff:	3 part-time persons
Financing:	returns of subscription
Executive:	Walter De Hertog Tel. 32/2/360.14.15

DENMARK

Name:	**Kirco-database**
Subject:	all vocational training courses in Denmark
Coverage:	national and international (Sweden, UK, USA, Netherlands, Belgium, France, Spain, Switzerland)
Language:	Danish and other languages
Time Span:	1985, current up-dating
Number of Documents:	national: 6.000 courses, 800 institutions, international: 700 courses, 20 institutions
Access:	on-line, off-line
Availability:	print-outs, diskettes (floppy)
Cost of Access:	annual subscription DKK 15.000 plus DKK 4 per minute
Classification/Thesaurus:	99 main groups of courses, 3 sub-categories
Technical Equipment:	IBM PS/2, UNIX, VMS
Target Groups:	companies, training offerers
Producer:	Kirco Uddannelsesbureau A/S Trelde Naesvej 35 DK-7000 Fredericia
Number of Staff:	5 persons
Financing:	selfsupport
Executive:	Torben Kirkegaard Managing Director Tel. 0045/75/95 77 33 Fax 0045/75/95 77 72

DENMARK

Name:	**Dansk Uddannelsesdatabase**
Subject:	further training courses dispersed into about 20 subjects e.g. administration, working milieu, information technology (IT), technical courses, law, communication, management, staff, personnel development, production, sale, marketing, languages, economy and export
Coverage:	national
Language:	Danish
Time Span:	1st April 1990, up-dating every week
Number of Documents:	2.000 courses, 50 institutions
Access:	on-line
Availability:	print-outs
Cost of Access:	DKK 10 per minute, providers: DKK 1.600/year
Classification/Thesaurus:	15 fields, free text retrieval
Technical Equipment:	IBM mainframe
Target Groups:	agriculture and food companies, banks, unions, education departments in larger companies
Producer:	Danish Agricultural EDP Centre Postbox 2201 DK-8240 Risskov
Number of Staff:	the firm has 650 employees, 4 persons are engaged in Dansk Uddannelsesdatabase
Financing:	selfsupport
Executive:	Ms. Karin Kühl Tel. 0045/86 21 40 00

GERMANY

Name:	**BWDB - Berliner Weiterbildungsdatenbank**
Subject:	vocational further training courses
Coverage:	regional (Berlin)
Language:	German
Time Span:	1986
Number of Documents:	13.000 courses, 400 institutions
Access:	off-line
Availability:	print-outs
Cost of Access:	free
Classification/Thesaurus:	keywords, special subjects
Technical Equipment:	Siemens MX 500, UNIX
Target Groups:	individuals and companies
Producer:	Data-Print GmbH Tauentzienstraße 4 1000 Berlin 30
Number of Staff:	4 persons
Financing:	DM 550.000,-- per year from Government (Senator f. Wirtschaft)
Executive:	Mr. Thomas Suchan Tel. 030/213 - 1990

GERMANY

Name:	**EBB - Einrichtung zur beruflichen Bildung**
Subject:	list/description of all vocational training possibilities
Coverage:	national
Language:	German
Time Span:	1972, current up-dating
Number of Documents:	65.000 courses
Access:	off-line (on-line-access planned)
Availability:	yearbook
Cost of Access:	free
Classification/Thesaurus:	classification of German professions
Technical Equipment:	
Target Groups:	advisory bodies, young people, unemployed, companies, public
Producer:	Bundesanstalt für Arbeit Regensburger Str. 104 8500 Nürnberg 30
Number of Staff:	12 persons
Financing:	Bundesanstalt für Arbeit
Executive:	Eckhard Stothfang Tel. 0911/17 - 2416

GERMANY

Name:	**IBD - Internationale Bildungs- und Informationsdatenbank**
Subject:	further training courses covering the subjects business administration, general management, informatics, natural science, law, psychology, sociology, technology
Coverage:	Germany, Austria, Suisse, Netherlands, UK, Belgium, USA
Language:	German
Time Span:	1984, up-dating quarterly
Number of Documents:	15.000 courses, 400 institutions
Access:	on-line (GENIOS), off-line
Availability:	print-outs, floppy disk
Cost of Access:	1 minute = DM 4,--; 1 document = DM 2,-- (on-line), DM 2,50 (off-line), floppy disk DM 4.900,--/year
Classification/Thesaurus:	free text retrieval
Technical Equipment:	MS-Dos computer
Target Groups:	companies, government
Producer:	Thiede u. Thiede Kurfürstendamm 72 1000 Berlin 31
Number of Staff:	5 part-time
Financing:	returns of database access costs
Executive:	Herr Kohler Tel. 030/324 20 96

GERMANY

Name:	**RKW - Weiterbildungsdatenbank**
Subject:	vocational further training courses of RKW (internal use)
Coverage:	national
Language:	German
Time Span:	1988, up-dating twice a year
Number of Documents:	1.500 courses
Access:	off-line (on-line access is planned)
Availability:	Halfyearbook
Cost of Access:	free
Classification/Thesaurus:	keywords, special subjects
Technical Equipment:	North-data
Target Groups:	small and medium sized enterprises
Producer:	Rationalisierungskuratorium der Deutschen Wirtschaft Düsseldorfer Straße 40 6236 Eschborn
Number of Staff:	1 for organisation, 1 operator, RKW-consultants
Financing:	
Executive:	Frau Althorst Tel. 06196/495 - 293

GERMANY

Name:	**WIS - Weiterbildungs-Informations-system**
Subject:	informations on further training programmes of chambers, public and private institutions
Coverage:	national (later: international Austria, Suisse, EC-members countries)
Language:	German
Time Span:	1989, current up-dating
Number of Documents:	5.000 courses, 110 institutions
Access:	on-line, off-line
Availability:	print-outs
Cost of Access:	users basicprice DM 30-50,- monthly, DM 0,20 per request, short-print DM 0,10, long-print DM 0,20 single inquiries are free of charge (private persons, business)
Classification/Thesaurus:	free text retrieval
Technical Equipment:	MS - Dos PC
Target Groups:	regional chambers of industry, companies, government, consultants, employees etc.
Producer:	Deutscher Industrie- und Handelstag Adenauer Allee 148 5300 Bonn 1
Number of Staff:	2 persons
Financing:	returns
Executive:	Dr. Friedhelm Rudorf Tel. 0228/104 - 438

GERMANY

Name:	**WISY - Weiterbildungs-Informations-system**
Subject:	further education courses
Coverage:	regional (Hamburg)
Language:	German
Time Span:	1988
Number of Documents:	7.500 courses, 260 institutions
Access:	on-line, off-line
Availability:	public terminals, diskettes
Cost of Access:	free, diskettes: DM 30,-/month for up-dating
Classification/Thesaurus:	subject-retrieval
Technical Equipment:	IBM-PC
Target Groups:	individuals, advisory bodies
Producer:	Weiterbildungsinformation Hamburg e.V. Nordkanalstraße 49 c 2000 Hamburg 1
Number of Staff:	1 for up-dating, 1 operator
Financing:	
Executive:	Herr Voß Tel. 040/23 24 72

FRANCE

Name:	**INFFO-STAGES**
Subject:	further training possibilities
Coverage:	national
Language:	French
Time Span:	1982, current up-dating
Number of Documents:	10.000 courses, 6.000 institutions
Access:	on-line, off-line
Availability:	print-outs, floppy disk
Cost of Access:	FF 3,- per document
Classification/Thesaurus:	FORMACODE
Technical Equipment:	Intertechnique
Target Groups:	companies, government, advisory bodies, individuals
Producer:	Centre Inffo Tour Europe F-92049 Paris La Defense
Number of Staff:	7 persons
Financing:	government
Executive:	Ms. Dominique Vignaud Tel. 33/1/47 78 13 50

FRANCE

Name:	**FORMATEL - Lorraine**
Subject:	vocational further training courses
Coverage:	regional
Language:	French
Time Span:	1987, up-dating every week
Number of Documents:	3.000 courses, 1.500 institutions
Access:	on-line (Minitel)
Availability:	floppy disk
Cost of Access:	advisory bodies free, other: FF 0,97/minute
Classification/Thesaurus:	FORMACODE
Technical Equipment:	G. LOS materiel DPSG Bull
Target Groups:	advisory bodies, companies
Producer:	INFFOLOR Hotel de Region Place Gabriel Hocquart F-57034 Metz
Number of Staff:	4 persons
Financing:	50 % regional government, 50 % central government
Executive:	Jean-Paul Bouschbacher Tel. 33/87/20 34 34

FRAN CE

Name:	**AFPA**
Subject:	information on vocational basic and further training possibilities
Coverage:	national
Language:	French
Time Span:	1988, current up-dating
Number of Documents:	1.000 courses, 140 institutions
Access:	on-line (Minitel)
Availability:	print-outs
Cost of Access:	FF 1,- per minute
Classification/Thesaurus:	free text retrieval
Technical Equipment:	MS-DOS
Target Groups:	public, advisory bodies, companies
Producer:	L´Association pour la Formation Professionelle des Adultes 13, place de Villiers F-93108 Montreuil
Number of Staff:	
Financing:	Ministry for Labour, Employment and Vocational Training
Executive:	N. N. Tel. 0033/1/48 70 50 00 Fax: 0033/1/48 58 34 32

FRANCE

Name:	**ARES 1**
Subject:	information on further training courses and training institutions in the region of Poitou-Charentes
Coverage:	regional
Language:	French
Time Span:	1985, current up-dating
Number of Documents:	2.500 courses, 700 institutions
Access:	on-line (Minitel)
Availability:	print-outs, leaflets
Cost of Access:	subscription FF 500,-, FF 0.98/ minute
Classification/Thesaurus:	FORMACODE
Technical Equipment:	Forum/BULL
Target Groups:	companies, consulting bodies, public
Producer:	CARIF 30, avenue Fetilly F-1700 La Rochelle
Number of Staff:	3 persons
Financing:	50 % Ministere du Travail et de L´Emploi, 50 % regional council
Executive:	Ms. Nicole Gourmel Tel. 0033/46 34 45 77 Fax: 0033/46 34 48 73

The services of CARIF works the same way in other French regions:

Le réseau national des CARIF

Les banques de données sur la Formation Professionnelle Continue

	En région	En France 3615 Inffo (Centre Inffo)
Alsace	*pas de banque de données*	
Aquitaine	3614 BRDF (accès réservé *)	
Auvergne	3616 GENTIANE	
Bourgogne	3616 CIFOB (accès reservé *)	
Bretagne	3616 ARIF	
Centre	*pas de banque de données*	
Champagne - Ardenne	3614 ARFO	
Corse	3614 CFIT	
Franche-Comté	3614 FP2	
Ile de France-Est	3615 AID * CRIDEP	
Ile de France-Ouest	3615 AID * CARIF	
Languedoc-Roussillon	3615 FERA	
Limousin		55 32 36 66 CARIF
Lorraine		3616 FORMLOR
Midi - Pyrénées		3614 SOIF 1
Nord - Pas-de-Calais		3614 FORMACT
Basse - Normandie		*banque de données en cours*
Haute - Normandie		3614 CREFOR (acces réserve)
Pays de la Loire		*pas d'acces télématique*
Picardie		3614 AMTEL
Poitou - Charente		3616 ARES 1
Provence - Alpes - Côte-d'Azur		3614 FORMINFO 1 (accès réservé)
Rhône - Alpes		3614 CRIFRA (accès réservé)
La Réunion		*pas de banque de données*

*Accès réservé : accès réservé aux abonnés au service

BEST COPY AVAILABLE

FRANCE

Name:	**3614 CNED**
Subject:	information on distant learning opportunities on different levels
Coverage:	national
Language:	French
Time Span:	1987, annual up-dating
Number of Documents:	1.150 courses
Access:	on-line (Minitel)
Availability:	screen, print-outs
Cost of Access:	FF 22,- per hour
Classification/Thesaurus:	keywords
Technical Equipment:	BULLIN
Target Groups:	public, consulting bodies
Producer:	Centre national d´enseignement a´distance 209, rue de Bercy F-75585 Paris
Number of Staff:	2 persons and consultants from 8 CNED-centres
Financing:	CNED funds
Executive:	Ms. Jacqueline Deschamps Tel. 33/1/40.02.76.19 Fax: 33/1/43.07.00.71

GREECE

In Greece until now, no databases on training courses in the field of management are available. Most courses are announced by brochures and leaflets. The most import institutions for SME-training are:

EOMMEX - Hellenic Organization of Small & Medium Sized Industries
15 Xenias Street
GR-11527 Athens

Contact name: Manos Potiriadis

Tel. 30/1/77 01 10 1 - 77 00 33 86

EEDE - Hellenic Management Association
27 Vas. Sofias
GR-10674 Athens

Contact name: Yiannis Hallas

Tel. 30/1/80 69 90 1 - 9

ELKEPA - Greek Productivity Centre
28 Kapodistriou Street
GR-10682 Athens

Contact name: Panos Coumandos

Tel. 30/1/72 35 54 56 - 72 46 64 78

IRELAND

There are two main organizers of business and management training in Ireland:

Irish Management Institute
Sandyford Road
IRL-Dublin 16

Tel. 353/1/95 69 11
Fax: 353/1/95 51 47

Plassey Management
and Technology Centre
Limited
University Campus
Technological Park
IRL-Limerick

Tel. 353/61/33 36 44 Ext. 2130
Fax: 353/61/33 03 16

However most courses of this nature are organised on an adhoc basis by private consultants who very often design a programme to meet the specific needs of the individual company.

There are not databases containing information on business and management courses for SME in Ireland although FAS does have a self-service system which contains information on courses for the umemployed. Topics covered include Business Management, Marketing, Management Skills / Methods, Quality Management, Product Development and Start Your Own Business - this latter course covers all aspects of managing a small company.

IRELAND

Name:	**FAS - self service system**
Subject:	vocational further training courses
Coverage:	national
Language:	English
Time Span:	1988, current up-dating
Number of Documents:	
Access:	on-line
Availability:	public terminals, print-outs
Cost of Access:	free
Classification/Thesaurus:	free text retrieval
Technical Equipment:	VAX digital
Target Groups:	mostly unemployed, some of the courses are also relevant for enterprises
Producer:	FAS - Training an Employment Authority P.O. Box 456 27/33 Upper Baggot Street IRL-Dublin 4
Number of Staff:	2 persons
Financing:	FAS
Executive:	Bernard Farry Tel. 353/1/68 57 77 Fax: 353/1/68 26 91

ITALY

Name:	**DOCET (Documentation for Education and Training)**
Subject:	vocational education and training (courses, institutions, teaching material, occupational profiles, university courses)
Coverage:	national, except for the occupational profiles file, including documents from foreign sources too (UK, F, D, USA)
Language:	Italian
Time Span:	last 2 years (prior documents still available in hystoricl files)
Number of Documents:	3.768 institutions, 30.535 courses, 2.932 university courses, 593 occupational profiles, 1.114 teaching material, figures refer to the September 1989 edition
Access:	off-line
Availability:	CD-ROM
Cost of Access:	LIT 2.500.000, then LIT 1.500.000 every two new editions (a new edition is issued every six months)
Classification/Thesaurus:	Dioikema Classification of the Economic Sectors, Thesaurus of Dioikema Descriptors (both are internal ad hoc products)
Technical Equipment:	hardware: IBM PC XT/AT, CD-ROM player, software: MS-DOS + Extension: information retrieval sofrware: MicroBASIS and Window BASIS (provided with the files on the CD-ROM)
Target Groups:	central and local authorities, schools, counseling centres, enterprises
Producer:	Dioikema via S. Stefano, 16 I-40125 Bologna

Number of Staff: 15

Financing: clients

Executive: Ms. Morena Sighinolfi
Dioikema Information
System Manager

Tel. 39/51/23 97 28
Fax: 39/51/22 03 50

ITALY

Name:	**Sistema Informativo Dioikema**
Subject:	vocational education and training (courses, institutions, teaching material, occupational profiles, university courses)
Coverage:	national, except for occupational profiles file, including documents from foreign sources too (UK, F, D, USA)
Language:	Italian
Time Span:	last 2 years (prior documents still available in hystoricl files)
Number of Documents:	4.000 institutions, 55.000 courses, 3.000 university courses, 750 occupational profiles, 1.114 teaching material, figures refer to the currrent 1988-1990 files
Access:	off-line
Availability:	print-outs, screen
Cost of Access:	LIT 100.000 per hour, plus LIT 600 per field
Classification/Thesaurus:	Dioikema Classification of the Economic Sectors, Thesaurus of Dioikema Descriptors (both are internal ad hoc products)
Technical Equipment:	hardware: minicomputer Encore, software: UTX (Unix), Information Retrieval software: BASIS
Target Groups:	central and local authorities, schools, counseling centres, enterprises
Producer:	Dioikema via S. Stefano, 16 I-40125 Bologna
Number of Staff:	15
Financing:	central and local authorities, clients

Executive:

Ms. Morena Sighinolfi
Dioikema Information
System Manager

Tel. 39/51/23 97 28
Fax: 39/51/22 03 50

LUXEMBURG

In Luxemburg no databases on training courses in the field of management are available. The most important institutions for SME-training are:

Chambre des Metiers du Grand-Duche de Luxembourg
41, rue Glesener
L-1631 Luxembourg

Contact name: Leontine Anzia

Tel. 352/40 00 22 - 242
(The course are announced by a yearbook)

Chambre de Commerce
7,rue Alcide de Gasperi,
B.P. 1503
L-1015 Luxembourg-Kirchberg

Tel. 352/43 58 53
Fax: 352/43 83 26
(The courses are announced by a bulletin "De Letzeburger Merkur", appears 10 times a year)

L´Office Luxembourgeois pour
l´Accroissement de la Productivite
a.s.b.l.
18 rue Auguste Lumiere,
L-1950 Luxembourg

Tel. 352/48 98 48
Fax: 352/40 39 72
(The courses are announced by the "PRODUCTIVITE-informations", appears 5-6 times a year).

NETHERLANDS

Name:	**CEDEO-Stichting Centrum voor Documentatie en Voorlichting over Bedrijfsexterne Opleidingen**
Subject:	selected non-subsidised education and training in the private sector
Coverage:	national
Language:	Dutch
Time Span:	
Number of Documents:	7.500 courses, 650 institutions
Access:	on-line, off-line
Availability:	laser-prints of the document, yearbook, diskettes (floppy disk)
Cost of Access:	consulting the database HFL 75,- each information card HFL 4,- one information card = one course
Classification/Thesaurus:	classification system with 10 categories and 52 sub-categories, free text retrieval
Technical Equipment:	IBM-PC or compatible computer
Target Groups:	companies, government, advisory bodies, training institutions
Producer:	Stichting CEDEO Catsheuvel 75 NL-2517 KAś-Gravenhage
Number of Staff:	12 persons
Financing:	Loan Ministery of Economic Affairs (HFL 400.000), now: sales of books, advice, selections-to-measure
Executive:	Mr. J. Uhl Tel. 31/70/351 41 90 Fax: 31/70/352 12 11

NETHERLANDS

Name:	"I see"
Subject:	information about education, occupation and labour market
Coverage:	national
Language:	Dutch
Time Span:	1989, annual up-dating
Number of Documents:	28.000 courses, 2.500 institutions, 1.000 occupations
Access:	off-line
Availability:	CD-ROM
Cost of Access:	annual subscription for public users HFL 650,-, for private users HFL 895,.
Classification/Thesaurus:	CIDOC and CEDEFOP-thesaurus (planned)
Technical Equipment:	CD-ROM computer
Target Groups:	advisory bodies, small and medium sized companies
Producer:	LDC-National Service Center for Vocational and Occupational Information Muzenstraat 30 NL-2511 VWś-Gravenhage
Number of Staff:	35 persons
Financing:	public funding
Executive:	Bram van Amstel Tel. 31/70/362 46 11 Fax: 31/70/356 08 82

NETHERLANDS

Name:	**"Kennis - Markt"**
Subject:	further training courses
Coverage:	national, regional
Language:	Dutch
Time Span:	1988, up-dating twice a year
Number of Documents:	3.500 courses, 600 institutions
Access:	off-line
Availability:	diskettes (floppy disk), print-outs
Cost of Access:	annual subscription HFL 250,-, software package HFL 150,-
Classification/Thesaurus:	22 fields, free text retrieval
Technical Equipment:	IBM compatible computer
Target Groups:	companies, chambers, government
Producer:	Aspeslagh B.V. Postbus 416 NL-24100 AK Alphen
Number of Staff:	6 persons
Financing:	Department of Economic Affairs
Executive:	Mr. Kroon Tel. 31/1720/76955 Fax: 31/1720/76965

NETHERLANDS

Name:	**PIHO**
Subject:	Post Doctorate Training
Coverage:	national
Language:	Dutch
Time Span:	1989, up-dating twice a year
Number of Documents:	2.000 courses 228 institutions
Access:	off-line
Availability:	diskettes, print-outs
Cost of Access:	annual subscription HFL 250,-, software package HFL 250,-
Classification/Thesaurus:	20 fields, free text retrieval
Technical Equipment:	IBM PC (compatible) computer
Target Groups:	companies, government, professional groups
Producer:	Aspeslagh Public Relations B.V. Postbus 416 NL-2400 AK Alphen
Number of Staff:	6 persons
Financing:	Department of Education
Executive:	Mr. R. Kroon Tel. 31/1720/76955 Fax: 31/1720/76965

PORTUGAL

Name:	**FORMACAO**
Subject:	information on vocational basic and further training for internal use of consulting centres
Coverage:	national and regional (Lisboa)
Language:	Portuguese
Time Span:	1988, annual up-dating
Number of Documents:	1.100 courses, 80 institutions
Access:	on-line, off-line
Availability:	print-outs
Cost of Access:	free
Classification/Thesaurus:	keywords
Technical Equipment:	VAX - Digital
Target Groups:	consulting centres
Producer:	Centro Nacional du Informaçao para Juventute Avenida Libertate 194 P-1200 Lisboa
Number of Staff:	3 persons
Financing:	
Executive:	Maria Loirdes Calverio Tel. 00351/1/52 35 93

SPAIN

Name:	I C A N O P
Subject:	information on Catalanish centres for further training courses, the curriculum and the level of professions
Coverage:	regional (Catalunya)
Language:	Spanish
Time Span:	
Number of Documents:	650 Catalanish training centres
Access:	on-line (diskettes are planned)
Availability:	print-outs, yearbook
Cost of Access:	free
Classification/Thesaurus:	11 information fields
Technical Equipment:	PC-System
Target Groups:	internal use of the training centres
Producer:	Institut Catala des Noves Professions Pg. de Gracia 11 E-08007 Barcelona
Number of Staff:	
Financing:	
Executive:	Pablo Gonzalez Diaz Tel. 0034/3/301 50 12 Fax: 0034/3/301 69 37

SPAIN

Name:	**Directorio de Formacion**
Subject:	3 files on training institutions and opportunities, description of courses and learning materials, personnel developmenet services, special topics, and evaluation of programmes and services
Coverage:	national
Language:	Spanish
Time Span:	1989, Annual, four-monthly up-dating
Number of Documents:	6.400 courses, 700 institutions, 500 programmes of open learning, 650 learning materials, 580 personnel development services
Access:	off-line
Availability:	3 yearbooks and additional sheets, diskettes
Cost of Access:	annual subscription PTA 90.000,-
Classification/Thesaurus:	step-by-step menu system, or directly by topics
Technical Equipment:	Tandon 386 PC, IBM compatible
Target Groups:	big and medium enterprises, administration bodies
Producer:	DIRFO Orense, 28,8-C E-28020 Madrid
Number of Staff:	3 full-time specialists, 3 part-time specialists
Financing:	returns of subscription
Executive:	Mr. Pedro Cordova Tel. 34/1/556 79 56 Fax: 34/1/556 79 12

UNITED KINGDOM

Name:	**CONTACT - Training Capabilities Database**
Subject:	short courses for further training provided by universities and polytechnic in Greater Manchester
Coverage:	Greater Manchester (but the courses are available to anyone in the UK and beyond)
Language:	English
Time Span:	1987, up-dating twice a year
Number of Documents:	600 courses, 5 institutions
Access:	off-line
Availability:	print-outs, leaflets
Cost of Access:	free
Classification/Thesaurus:	free text retrieval
Technical Equipment:	Mission computer, IBM compatible
Target Groups:	individuals, companies, organizations, government
Producer:	CONTACT Enterprise House Manchester Sciene Park LLoydstreet North GB-Manchester M15 4EN
Number of Staff:	6 persons
Financing:	grant from the Department of Education and Science
Executive:	Marion Haigh Tel. 0044/61/226 65 86

UNITED KINGDOM

Name:	MARIS ON-LINE LTD
Subject:	databases on Open Learning and training resources, training films and video, PICK-UP Directory of Short Courses (hosted)
Coverage:	national
Language:	English
Time Span:	current up-dating
Number of Documents:	PICK-UP Courses 20.000, Film & Videos 1.800,, Open Learning 6.500, Training Resources 1.300, 1.800 institutions
Access:	on-line via British Telecom, off-line
Availability:	print-outs, CD-ROM
Cost of Access:	annual subscription UKL 125, on-line charge 15p per minute, each print-out 25p, CD-ROM: UKL 125
Classification/Thesaurus:	keywords, thesaurus (currently converting to superclass)
Technical Equipment:	SAYNO ICON 3000 computer
Target Groups:	further and higher education industrial/commercial organisations, government departments, training organisations
Producer:	MARIS ON-LINE LTD Bank House 1St Maryš Street GB-Ely Cambs CB7 4ER
Number of Staff:	
Financing:	
Executive:	Mr. T. Mac Cormack Tel. 44/353/66 12 84

UNITED KINGDOM

Name:	**PICKUP**
Subject:	short work-related courses covering a wide range of subjects eg. Engineering, Management, Languages, Secretarial Training
Coverage:	national and local
Language:	English
Time Span:	since 1985
Number of Documents:	19.500 courses, 700 institutions
Access:	on-line, off-line
Availability:	print-outs, floppy disk, compact disk
Cost of Access:	print UKL 65, floppy disk UKL 385, compact disk UKL 120
Classification/Thesaurus:	SUPERCLASS
Technical Equipment:	miniframe computer, PDP 11
Target Groups:	training officers, companies, government
Producer:	Guilford Educational Services Ltd. Castle Street 32 UK-Guilford, Surrey GU1 3UW
Number of Staff:	1 editor part-time, data-input: 1 full-time, 2 part-time
Financing:	for 3 years (until April 1990) public fund from the Department of Education and Science, then private
Executive:	Robin Twining Tel. (483) 57 94 72

UNITED KINGDOM

Name:	**Training Access Points - TAP**
Subject:	information on a wide range of work-related education and training opportunities
Coverage:	regional (44 local databases)
Language:	English
Time Span:	established 1986
Number of Documents:	
Access:	through public terminals in public locations, or for enquiries from outside UK, via TAP International on
Availability:	public terminals, print-outs
Cost of Access:	varies according to type of service required
Classification/Thesaurus:	SUPERCLASS
Technical Equipment:	IBM compatible micro computer
Target Groups:	individuals and employers
Producer:	each of the regional TAP Agencies
Number of Staff:	varies according to Agency
Financing:	public funding, local employers
Executive:	The TAP Unit Learning Systems & Access Branch The Training Agency St. Mary's House c/o Moorfoot UK-Sheffield S1 4PQ Tel. 44/742/59 73 44

UNITED KINGDOM

Name:	**TAP-International**
Subject:	access to national databases on further training opportunities (ECCTIS, PICKUP, MARIS-NET), mainly banking and management information
Coverage:	national
Language:	English
Time Span:	1988, up-dating when required
Number of Documents:	700 courses, 30 institutions
Access:	off-line
Availability:	print-outs, floppy disk
Cost of Access:	annual subscription UKL 250,-
Classification/Thesaurus:	SUPERCLASS
Technical Equipment:	Micro computer IMB-compatible
Target Groups:	companies, government
Producer:	TAP-INTERNATIONAL Springfield, Maidstone UK-Kent ME14 2 PX
Number of Staff:	5 persons
Financing:	government
Executive:	Robin Helmer Tel. 44/622/69 01 07 Fax: 44/622/69 08 92

UNITED KINGDOM

Name:	**BIM - British Institute of Management**
Subject:	management short-courses of all levels and all managerial aspects, 6 other databases on mangerial support (literature, audio-visual, games)
Coverage:	UK
Language:	English
Time Span:	database various, according to
Number of Documents:	1.600 courses, 60 institutions
Access:	on-line
Availability:	on subscription
Cost of Access:	annual subscription of UKL 100,- for members, UKL 200,- for non-members
Classification/Thesaurus:	thesaurus of management terms
Technical Equipment:	VAX
Target Groups:	individuals, companies
Producer:	Helpline Services British Institute of Management Management House Cottingham Road-Corby UK-Northants NN17 ITT
Number of Staff:	18 persons
Financing:	returns of subscription
Executive:	Cathy Smith Tel. 44/536/20 42 22 Fax: 44/536/20 16 51

UNITED KINGDOM

Name:	**ECCTIS 2000**
Subject:	higher and further education training courses
Coverage:	national
Language:	English
Time Span:	1985, annual up-dating
Number of Documents:	60.000 courses, 600 institutions
Access:	on-line, off-line
Availability:	publications, CD-ROM
Cost of Access:	annual CD-ROM subscription:UKL 130,- annual on-line charge:UKL 50,-
Classification/Thesaurus:	
Technical Equipment:	IBM compatible micro computer
Target Groups:	companies, personnel officers
Producer:	ECCTIS 2000 Ltd Fulton House Jessop Avenue, UK-Cheltenham, Glos GL 50 3SH
Number of Staff:	5 persons
Financing:	Department of Education and Science
Executive:	Tel. 0044/242/51 87 24

UNITED KINGDOM

Name:	**BTEC**
Subject:	Information on higher and further education eg business, finance, management, engineering, science, caring, construction, design, agriculture, information technology, distribution, hotel and catering, retail etc.
Coverage:	national
Language:	English
Time Span:	1983, current up-dating
Number of Documents:	18.000 courses, 900 institutions
Access:	off-line
Availability:	print-outs, magnetic tape, floppy disks
Cost of Access:	No interactive access, dependent on requirements
Classification/Thesaurus:	keywords, free text retrieval, UK vocational courses classifications
Technical Equipment:	VAX 6320, with ORACLE relational database
Target Groups:	for internal use of BTEC
Producer:	BTEC Central House Upper Woburn Place GB-London WC1H OHH
Number of Staff:	4-5 persons concerned with database
Financing:	internal resources of BTEC
Executive:	Peter Seddon-Causey, Company Secretary Tel. 44/1/388 32 88 Fax: 44/1/387 60 68

EUROPEAN

Name:	**CECOP-database**
Subject:	information on further training courses for internal use of CECOP-centres
Coverage:	10 EC - member countries except Luxemburg and Greece
Language:	English, French, Italien
Time Span:	1987
Number of Documents:	over 350 entries detailing the activities of training centres and experts in 8 European Community countries, the content of their training programmes, their teaching methods and materials, their regions of operation and target groups, and their suggestions for exchange partners, 35 institutions
Access:	off-line
Availability:	print-outs, yearbook
Cost of Access:	free (covered by membership fee)
Classification/Thesaurus:	keywords
Technical Equipment:	PCAT + Modem X25
Target Groups:	CECOP-centres
Producer:	Comite´Europeen des Cooperatives de Production Av.de Cortenberg 62 B-1040 Bruxelles
Number of Staff:	3 persons
Financing:	membership fees
Executive:	Rainer Schlüter Tel. 0032/2/736 20 30 Fax: 0032/2/732 18 97

PROPOSAL FOR A EUROPEAN DATABASE NETWORK ON MANAGEMENT TRAINING FOR SMALL AND MEDIUM-SIZED ENTERPRISES

. Proposal for a European Database Network on management training for small and medium-sized enterprises

In the coming years industrial firms and labour markets in the European Community will be confronted with a multitude of different challenges. International competition - especially from the USA and Japan, but also from other countries with a high technological level - compels the EC Member States to embark on a permanent expansion of their knowledge and a continuous development of their products. At the same time they are subject to the pressure of improving the quality and the range of their products. These demands are very much dependent on the know-how, the flexibility and the innovative abilities of the staff. Under these circumstances, continuing training becomes a key factor for the survival of the firm. If the EC Member States are to keep pace with international competition, they are compelled to make mutual and transnational use of their collective resources of knowledge and experience.

The networking of the existing database systems on management training would be the first important step to make the numerous and diverse sources of knowledge and further training facilities internationally available.

The primary goals of a European Continuing Training Database for small and medium-sized enterprises (SMEs) are the following;

- Transparency and overview of institutions and continuing training provision for SMEs in the European Community.

- Coordination and development of new programmes in this field.

- Promotion of transfer of information between EC Member States.

- Promotion of a large-scale use of existing training facilities.

- Support for international cooperation and communication of these exchange programmes.

Given the different types of hardware, the different modes of access, various retrieval languages and classification systems, it is not possible at present to set up an on-line network or to create a European database system with a common host. Furthermore, only half the surveyed databases provide on-line access.

It seems to be more useful to create an Information and Guidance Centre which gives off-line information, i.e. replies to written or telephone enquiries. This Centre should first of all establish cooperation with the relevant database operators and set up a European network. The permanent exchange of data could be ensured through user contracts and the purchase of diskettes and yearbooks. Direct contact with databases with on-line access only could be ensured by this Centre. The Centre would require qualified staff and the technical equipment (medium-level DP technology).

By expanding the network and gradually adapting the database systems a linkage could be set up in the long term. A European continuing training database should give information on all SME-specific courses and training schemes.

Data input and update will be accomplished by national and regional database operators. The Centre will function as a

European clearing house and answer queries on the use of the information sources and databases to which it has access. The potential clients of this Centre could be consultancy firms, public and commercial educational guidance institutions, the Personnel and Training Departments of large firms, organizations and professional associations, but also the providers of continuing training themselves. It would be useful to locate this Centre in an international organization. This organization could be CEDEFOP or an institution commissioned by CEDEFOP to undertake this task.

Other services offered by the Centre could include:
- Publication of a Yearbook on the European Management Database
- Close cooperation with EUDAT
- Central information and enquiry office for continuing training databases
- Assistance to continuing training providers in their quest for cooperation partners
- Promotion of European exchange programmes
- Assistance to firms which have enquiries on a specific subject
- Collection of information on national training programmes for the European Community.

The creation of such a Centre would, by adding this important factor, extend the range of services offered by CEDEFOP in the field of continuing vocational training.

Furthermore, transnational cooperation would be extremely useful to the managers and staff members of SMEs by enabling them to participate in international programmes. Through this, the knowledge and know-how available in the area covered by the European Community could be packaged and used purposefully

ANNEX: PROPOSAL FOR A THESAURUS OF THE MOST IMPORTANT TECHNICAL TERMS

Introduction to the Annex

As explained in Chapter 1, one of the objectives of this study is to provide all parties concerned with a better understanding of the various databases offering information which is of value to small and medium enterprises and to improve communication between them.

To achieve this objective, there is an evident need for a common enquiry language and also for a number of standardized keywords for the purposes of indexing and retrieving the information stored in the databases.

However, the complexity of this undertaking is self-evident: the majority of databases have been designed to meet local and national needs which are not necessarily identical and are therefore built up on different terminologies. What is required is a joint effort by specialists from all Community Member States, and in this respect CEDEFOP is prepared to cooperate with other institutions interested in becoming associated with this undertaking from a technical or financial viewpoint.

The Annex acquaints the reader with the terms most frequently used as compiled from various thesauri. Nevertheless, it should be regarded not as a basic and universally approved document but instead as but one selection among many others. The original German terms are accompanied by a translation (or approximation) in English.

Moreover, for interested readers there also exists a list of organizations and institutions which offer training programmes and schemes specifically intended for small and medium enterprises, plus other useful information referred to in the Introduction. These documents, which are not included in the Annex, can be obtained on request from CEDEFOP's Documentation Service; they are available in English only.

Proposal for a thesaurus of the most important technical terms

The development of a common classification system for management databases in the European Community involves many complex problems. The majority of the databases use different classification systems. Furthermore, as a rule the data is only available in the national language concerned.

One possible alternative is the CEDEFOP Thesaurus which already exists in nine European languages. It will have to be seen whether it is appropriate for SME-oriented management training. In the United Kingdom the thesaurus SUPERCLASS has proved to be very practicable for continuing training databases. In France the thesaurus FORMACODE is used for three continuing training database systems. A working group of EUDAT (European Association for the Development of Databases on Education and Training) which is studying the transferability of keyword lists and thesauri, sees FORMACODE and SUPERCLASS as the basis for a multilingual classification system.

The databases examined in this study use thesaurus, keywords and free text search to more or less the same extent. In the following an attempt will be made, by comparing thesauri and keyword lists, to draw up a list of some relevant keywords which could eventually serve as a basis for a European Management Database Network (see Chap. 2). The list is in alphabetical order.

The German descriptors are taken from various Thesauri. The English terms are therefore an approximate translation.

A

Absatzwirtschaft	Distributive Trade
Advertising	Advertising
Allgemeine Betriebswirtschaftlehre	General Business Economics
Arbeitsmethodik	Working Methods
Arbeitsorganisation	Work Organization
Arbeitspsychologie	Industrial Psychology
Arbeitsrecht	Labour Legislation
Arbeitssicherheit	Occupational Safety
Arbeitstechnik	Work Technology,
Arbeitswirtschaft	Labour Economics
Assessment-Center	Assessment Centre
Außenhandel	Foreign Trade
Außenwirtschaft	External Economy
Automatisierung	Automation
Automatisierungstechnik	Automation Engineering

B

Beratung	Consultancy, Guidance
Berechnung	Calculation
Berufsbildung	Vocational Training
Berufswegplanung	Career Planning
Besprechungstechniken	Discussion Methods
Bestand	Inventory
Betriebsassistent	Business Assistant
Betriebseröffnung	Establishment of Business
Betriebsführung	Business Management
Betriebsinformatik	Industrial Informatics
Betriebsleiter	Business Manager
Betriebssystem	Operating system
Betriebstechnik	Operational Technology
Betriebsverfassung	Internal Organization of Company
Betriebswirtschaft	Business Economics
Bewerbung	Job Application
Bewerbungstraining	Job Application Training

Bilanz	Balance Sheet, Statement
Bilanzanalyse	Balance Sheet Analysis, Statement Analysis
Bilanzbuchführung	Balance Sheet Accounts
Bilanzsteuerrecht	Balance Sheet Tax Law
Bildungsmöglichkeiten	Educational Opportunities
Binnenmarkt	Internal Market
Breitbankkommunikation	Broadband Communication
BTX	Videotex
Buchführung	Book-keeping
Buchhaltung	Accounting
Büroinformationselektronik	Office Information Electronics
Büroorganisation	Office Organization
Bürosystem	Office System
Bürotechnik	Office Technology

C

CAD	CAD
Chefassistent	Senior Assistant
CIM	CIM
CNC-Software	CNC Software
CNC-Werkzeugmaschinen	CNC Machine Tools
Computer	Computer
Computer-Anwendungsorganisation	Organization of Computer Applications
Computerführerschein	Computer Operating Licence
Computertechnik	Computer Technology
Controlling	Controlling

D

Datenbank	Database
Datenbankorganisator	Database Organizer
Datenerfassung	Data Collection
Datenkommunikation	Data Communication
Datenschutz	Data Privacy
Datensicherheit	Data Security

Datensicherung	Data Protection
Datentechnik	Data Systems Engineering
Deckungsbeitrag	Coverage, Contribution Margin
Design	Design
Desktop Publishing	Desktop Publishing
Dialektik	Dialectics
Dialog	Dialogue
Dialogsprache	Dialogue Language
Digitaltechnik	Digital Technology
Diskussion	Discussion
Diskussionstechniken	Discussion Methods
Disposition	Planning
Dokumentation	Documentation
DV-Organisation	DP Organization
DV-Revision	DP Audit
Dynamik	Dynamics

E

EDV-Betriebssystem	EDP Operating system
EDV im Betrieb	EDP in the Company
EDV in der Betriebswirtschaft	EDP in Business Economics
EDV-Buchhaltung	EDP Accounting
EDV-Einsatz	Use of EDP
EDV für Führungskräfte	EDP for Managerial Staff
EDV/Informatik	EDP/Informatics
EDV-Information	EDP Information
EDV-Netzwerk	EDP Network
EDV-Operating	EDP Operating
EDV-Recht	EDP Legislation
EDV-Vertrieb	EDP Sales
EDV-Wirtschaft	EDP Economics
Einkauf	Purchase
Einkommenssteuer	Income Tax
Elektronik	Electronics
Elektrotechnik	Electrical Engineering

Energie	Energy
Energietechnik	Power Engineering
Entlohnung	Remuneration
Entscheidungstechnik	Decision-Making Techniques
Entsorgung	Disposal
Entspannung	Détente
Ergonomie	Ergonomics
Europa	Europe
Europa-Betriebswirt EMA	Europe Business Economist EMA
Europa-Direktionsassistent EMA	Europe Management Assistant EMA
Europa-Management-Assistent	Europe Management Assistant
Europa-Sekretär ESA	Europe Secretary ESA
Eurythmic	Eurythmics
Existenzgrüundung	Business Start-up
Exportsysteme	Export Systems
Export	Export

F

Fertigung	Manufacturing
Fertigungswirtschaft	Manufacturing Industry
Finanzbuchhaltung	Financial Accounting
Finanzierung	Financing
Finanzpolitik	Financial Policy
Finanzwirtschaft	Finance Economics
Förderung	Promotion
Führung	Leadership, Management
Führungsaufgabe	Leadership / Management Function
Führungskonzepte	Leadership / Management Concepts
Führungsphilosophie	Leadership / Management Philosophy
Führungsprozeß	Management Process
Führungsstil	Management Style

G

Gehaltsabrechnung	Salary Roll

Gehaltsbuchführung	Payroll Accounts
Geldwesen	Finance
Gemeinkosten	Fixed Costs, Overhead Expenses
Geschäftsbuchführung	Business Accounts
Gesellschaft	Company
Gesellschaftsrecht	Company Law
Gesprächsführung	Interviewing
Gesprächstechnik	Interview Methods
Gewerbe	Small Business, Small Industry
Gewerberecht	Business Law
Gewerbesteuer	Business Tax
Gewerkschaft	Trade Union
Grundstückswirtschaft	Real Estate Management
Gruppenarbeit	Group Work
Gruppenverhalten	Group Behaviour
Gruppenleitung	Group Leadership

H

Handel	Commerce
Handelskorrespondenz	Commercial Correspondence
Handelsrecht	Commercial Law
Hardware	Hardware
Harvard Project Manager	Harvard Project Manager
Haushaltsrecht	Budget Law

I

Image	Image
Import	Import
Industrie	Industry
Industriebetriebslehre	Industrial Economics
Industriebuchführung	Industrial Accounts
Informatik	Informatics
Informationselektronik	Information Electronics
Informationserfassung	Information Coverage

Informationsmanagement	Information Management
Informationssysteme	Information Systems
Informationsverarbeitung	Information Processing
Innovation	Innovation
Innovationsmanagement	Innovation Management
Innovationstechniken	Innovation Technology
Interaktion	Interaction
Interfacetechnik	Interface Technology
Internationales Management	International Management
Investitionsplanung	Investment Planning

K

Kalkulation	Calculation
Kapitalmarkt	Capital Market
Karriereplanung	Career Planning
kaufmännische Rhetorik	Commercial Rhetorics
Kennzahlen	Codes, Index Numbers
Kommunikation	Communication
Kommunikationsdesign	Communication Design
Kommunikationssystem	Communication System
Kommunikationstechnik	Communication Engineering
Kommunikationsverhalten	Communication Behaviour
Konflikt	Conflict, Dispute
Konfliktbewältigung	Conflict Resolution, Dispute Settlement
Konkurs	Bankruptcy
Konkursrecht	Bankruptcy Law
Konkursverfahren	Bankruptcy Proceedings
Kontrolle	Control, Supervision
Konzentration	Concentration
Korrespondenz	Correspondence
Kosten	Costs
Kostenrechnung	Cost Calculation
Kostenwesen	Costing
Kreativität	Creativity
Kreativitätstechniken	Creativity Methods

Küundigung	Notice, Termination
Küunstliche Intelligenz	Artificial Intelligence
Kundendienst	After-Sales Service

L

Lagerhaltung	Warehousing
Lagerhaltung EDV	Warehousing EDP
Lagerverwaltung	Warehouse Management
Leasing	Leasing
Leistung	Output
Leistungsrechnung	Calculation of Output
Leistungssteigerung	Increase of Output
Leitung	Direction, Management
Lernen	Learning
Lerntechnik	Learning Techniques
Liquiditätsplanung	Liquidity Planning
Logistik	Logistics
Lohnabrechnung EDV	EDP Wage Accounting
Lohnbuchhaltung	Wage Accounting, Payroll Accounting
Lohnsteuer	Wage Tax
Lokale Netze	Local Networks

M

Mahnverfahren	Reminder, Default Action
Management	Management
Managementassistent	Management Assistant
Manteltarifvertrag	Industry-wide Collective Agreement
Marketing	Marketing
Marketingkonzepte	Marketing Concepts
Marketingassistent	Marketing Assistant
Markt	Market
Marktforschung	Market Research
Maschinenbau	Mechanical Engineering, Machinery
Material fluß	Materials Flow

Materialprüfung	Material Testing
Materialwirtschaft	Material Management
Mehrwertsteuer	Value Added Tax
Metaplan	Metaplan
Methodik	Methodology
Mikrocomputertechnbik	Microcomputer Technology
Mikroelektronik	Microelectronics
Mikroprozessorprogrammierung	Microprocessor Programming
Mikrosystemtechnik	Microsystem Technology
Mitarbeiter	Staff Members
Mitarbeiterbeurteilung	Staff Assessment
Mitarbeitereinführung	Briefing of Staff
Mitarbeiterförderung	Promotion of Staff
Mitarbeiterführung	Staff management
Mitarbeitergespräche	Staff Interviews
Mitarbeiterqualifizierung	Staff Qualification
Mitbestimmung	Codetermination
Mobilität	Mobility
Moderation	Moderation
Motivation	Motivation
Multiplan	Multiplan
Multitasking	Multitasking
Mnemotechnik	Mnemonics

N

Netzwerk	Network
Neue Technologien	New Technologies
nonverbale Kommunikation	Nonverbal Communication

O

Öffentlichkeitsarbeit	Public Relations
Ökologie	Ecology
Ökonomie	Economy
Open Access	Open Access

Operating Research	Operating Research
Organisation	Organization
Organisationsentwicklung	Organizational Development
Organisationsgrundsätze	Principles Of Organization
Organisationsprogramm	Organization Programme

P

Patentrecht	Patent Law
Personal	Staff
Personalarbeit	Staff Work
Personalentwicklung	Staff Trends
Personalrat	Staff Council
Personalsuche	Staff Hunting, Headhunting
Personalvertretung	Staff Representation
Personalwesen	Personnel
Personalwirtschaft	Personnel Management
Planspiel	Gaming
Planungsprozeß	Planning Process
Präsentationstechnik	Presentation Methods
Praktikertransfer	Transfer of Practitioners
Praxisanleitung	Instructions for Practical Work
Praxisorganisation	Organization of Practical Work
Problemanalyse	Problem Analysis
Problemlösung	Problem Solution
Problemlösungsmethode	Methods Of Problem Solution
Produkthaftung	Product Liability
Produktion	Production
Produktionsplanung	Production Planning
Produktionstechnik	Production Technology
Projektarbeit	Project Work
Projektmanagement	Project Management
Projektplannung	Project Planning
Prozeßdatenverarbeitung	Process Data Processing
Prozeßregelung	Process Control
Public Relations	Public Relations

Q

Qualifikation	Qualification
Qualifizierung	Qualification
Qualitätskontrolle	Quality Control
Qualitätssicherung	Quality Assurance
Qualitätstechnik	Quality Engineering
Qualitätszirkel	Quality Circle

R

Rationalisierung	Rationalization
Rechnungslegung	Rendering of Accounts
Rechnungswesen	Accountancy
Recht	Law
Rechtsgrundlage	Legal Basis
Reden	Speeches
Refa	Refa
Rehabilitation	Rehabilitation
Revision	Audit
Rhetorik	Rhetorics
Rollenspiel	Role-playing

S

Schreiben	Letter
Schriftverkehr	Correspondence
Sekretariat	Secretariat
Sekretariatswesen	Secretarial Systems
Selbständig	Self-dependent
Selbstbehauptung	Self-assertion
Selbsterfahrung	Self-experience
Selbsthilfe	Self-help
Selbstmanagement	Self Management
Simulationstechnik	Simulation Techniques
Situationsanalyse	Situation Analysis
Software	Software

Softwareentwicklung	Software Development
Sozialversicherung	Social Security
Standardsoftware	Standard Software
Statistik	Statistics
Stellenbeschreibung	Description of Vacancies
Steuerberatung	Tax Consultancy
Steuern	Taxes
Steuerrecht	Tax law
Strategie	Strategy
Streß	Stress
Streßbewältigung	Stress Resolution
Systemanalyse	System Analysis
Systemprogrammierung	System Programming
Systemtechnologie	System Technology

T

Tabellenkalkulation	Table Calculation
Tarifrecht	Legislation on Collective Agreements
Technikinformatik	Engineering Informatics
Telefax	Telefax
Teachware	Teachware

U

Umsatzsteuer	Turnover Tax
Umschulung	Re-training
Umwelt	Environment
Umweltberater	Environmental Counsellor
Umweltrecht	Environmental Legislation
Umweltschutz	Environmental Protection
Unfallverhütung	Accident Prevention
Unternehmensberatung	Industrial Consultancy
Unternehmensfinanzierung	Corporate Financing
Unternehmensführung	Corporate Management
Unternehmenskonzepte	Corporate Concepts

Unternehmensorganisation	Corporate Organization
Unternehmensplanung	Corporate Planning
Unternehmenssteuern	Corporate Taxes
Unternehmensziele	Corporate Goals
Unternehmung	Venture

V

Veräußerung	Sale, Conveyance
Vergleichsverfahren	Insolvency Proceedings
Verhandlung	Negotiation
Verhandlungstechnik	Negotiation Techniques
Verkauf	Sales
Verkaufsgespräche	Sales Talks
Verkaufspsychologie	Sales Psychology
Vermögenssteuer	Wealth Tax
Versicherung	Insurance
Verstehen	Understanding
Vertragsrecht	Contract Law
Vertrieb/Marketing	Sales/Marketing
Vertriebsplanung	Sales Planning
Vervollkommnung	Perfection
Verwaltung	Administration
Verwaltungsrecht	Administrative Law
Visualisierung	Visualization
Volkswirtschaft	National Economy
Volkswirtschaftslehre	Economics
Vorschlagswesen	Employee Suggestion System
Vorstellungsgespräch	Job Interview

W

Wahrnehmung	Perception
Warenwirtschaftssystem	Commodity Management System
Weiterbildung	Continuing Training
Werbung	Advertising

Werkschutz	Industrial Security System
Wertanalyse	Value Analysis
Wertpapiere	Securities, Shares, Stocks
Wettbewerb	Competition
Wirtschaftlichkeit	Economic Efficiency
Wirtschaftlichkeitsrechnung	Calculation of Economic Efficiency
Wirtschaftsförderung	Economic Promotion
Wirtschaftsinformatik	Business Informatics
Wirtschaftskorrespondenz	Business Correspondence
Wirtschaftsmathematik	Business Mathematics
Wirtschaftspolitik	Economic Policy
Wirtschaftsprüfung	Auditing, Public Accounting
Wirtschaftsrecht	Economic Law
Wirtschaftstheorien	Economic Theories
Wirtschaftswissenschaft	Economic Sciences

Z

Zeitermittlung	Time Study
Zeitmanagement	Time Management
Zertifikat	Certificate
Zertifizierung	Certification
Zwangsvollstreckung	Enforcement, Execution

CEDEFOP — European Centre for the Development of Vocational Training

Analysis and evaluation of databases on business and management training schemes for small and medium-sized enterprises in the European Community

Jürgen Allesch, Dagmar Preiß-Allesch

CEDEFOP Document

Luxembourg: Office for Official Publications of the European Communities

1991 — II, 87 pp. — 21.0 x 29.7 cm

ISBN 92-826-2706-3

Catalogue number: HX-70-91-798-EN-C

Price (excluding VAT) in Luxembourg: ECU 7

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Tel. (030) 88 41 20; Telefax 88 41 22 22; Telex 184 163 eucen d

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04 05 16

HX-70-91-798-EN-C

Price (excluding VAT) in Luxembourg: ECU 7

ISBN 92-826-2706-3

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